

JOB DESCRIPTION

JOB TITLE: Public Health Services Manager

GRADE: 21

JOB CODE: 1520

EST. DATE: 7-1-06

GENERAL FUNCTION: Under the direction of the Local Health Department Director or other appropriate management staff, is responsible for directing and providing a full range of public health services within an agency unit or has responsibility for several assigned complex programs. Supervises the work of technical, non-technical, professional, clerical personnel which includes supervisors. Work also includes maintaining and analyzing results of operations to ensure compliance and achievement of program(s), goals and objectives.

CHARACTERISTIC DUTIES AND RESPONSIBILITIES:

Plans, organizes, directs and provides a full range of services for programs assigned. Establishes program goals and objectives and determines priorities.

Directs a staff of technical, non-technical and/or clerical personnel through supervisors assigned and engaged in providing program services; provides supervision, technical assistance and consultation to program staff.

Supervise staff in the preparation of case records, the determination of financial eligibility, the encumbrances of accounts, and the preparation of required reports.

Directs the implementation of program(s) and interprets agency policy, plans, regulation and PHPR, supports and focuses on the vision, mission and goals of the health department; recommends program or policy changes.

Interprets and implements state and federal program mandates; establishes and interprets program policy; monitors and evaluates program activities and budget expenditures, collects and analyzes statistical data.

Communicates directly with physicians and other health care providers concerning individual care plans and administrative matters as appropriate.

Serves as a liaison with funding authority and departmental fiscal unit regarding program financial issues.

Serves as a source of expert information in various fields, including scope of practice, professional standards, areas of clinical specialization and personnel qualifications.

Assists with or develops clinical protocols, manuals, data bases and records.

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Quality Assurance (QA) activities.

Develops, implements, monitor and evaluate QA.

Assist in determining the need of staff education and in-service training.

Interview, select, assign, direct, train, evaluate and discipline staff.

Evaluates and monitors services and programs; develops procedures and policies for field, clinic and office operations ensuring compliance with federal, state and health department requirements.

Develops and promotes effective relationships with other agencies, local and state agencies and community organizations; acts as consultant to other program managers in planning, developing and implementing related components of program.

Determine fiscal requirements and prepare grant proposals including budgetary recommendation.

Manage and authorize expenditure of program funds for clinical services, health promotion/health education services, educational training programs for employees or other objectives consistent with program(s).

Serves as a resource person for staff. Motivates and mentors staff in providing quality and appropriate quantity of work in assigned area, as well as, utilizing resources efficiently. Models and promotes team building skills among assigned staff. Establishes and maintains a positive working environment.

Interprets agency and programmatic policies and models effective decision-making skills in carrying out the policies.

Participates in the selection, hiring and orientation processes of new employees. Makes decisions on personnel policy matters affecting assigned staff. Attends local and state training meetings. Conducts or facilitates agency meetings and training sessions for assigned staff.

Monitors performance and provides effective feedback of subordinate staff. Evaluates performance of assigned staff both informally and formally using established criteria and performance evaluation forms. Works with the assigned staff to plan and establish goals for the next evaluation period. Participates in disciplinary processes, as indicated.

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Demonstrates a commitment to a healthy and safe work environment.

1. Follows established federal, state or local policies, procedures and programs relating to health and safety in the workplace.
2. Takes steps to promptly correct hazardous conditions.
3. Regularly participates in training and education in safety practices and procedures, such as annual OSHA training.

Participates in the Local Health Department's Bioterrorism and Disaster Preparedness activities.

1. Is aware of general contents of agency's Emergency Operations Plan.
2. Identifies role in Emergency Preparedness and Response.
3. Identifies agency's chain of command and management system for emergency response.
4. Participates in Bioterrorism and Emergency Preparedness drills.

SUPERVISION RECEIVED: General direction, working from broad goals and policies only: incumbent participates heavily in setting work objectives.

SUPERVISION EXERCISED: May supervise subordinate personnel.

JOB SPECIFICATIONS:

Knowledge:

- Knowledge of program planning.
- Good knowledge of technical principles, concepts and methodology.
- Good knowledge of organizational principles.
- Good knowledge of principles of personnel management.
- Good knowledge of programmatic, state and federal guidelines affecting assigned program(s).
- Knowledge of financial budgeting and management.
- Considerable knowledge of the assigned program(s).
- Good knowledge of medical terminology.
- Knowledge of public relations and marketing theories.

Skills:

- Good verbal and written communication skills.
- Good collaborative skills in working with professional health care staff, as well as, members of the community.
- Considerable level of skill in interviewing, directing and evaluating staff.

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Abilities:

- Good ability to develop goals and objectives for a program.
- Good ability to interact with and manage program staff.
- Good ability to gather, analyze and interpret data.
- Ability to accurately interpret agency policies to staff and the public.
- Considerable ability to supervise, coordinate and evaluate assigned staff.
- Ability to apply leadership skills to accomplish the goals of the assigned program(s).
- Ability to monitor expenditures and maintain fiscal control of program(s).
- Ability to maintain effective working relationships with federal and state program agencies, as well as, the general public.

Minimum Education, Training, and Experience Requirements:

Master's Degree from an accredited college or university in Public Health, Epidemiology, Nursing, Nutrition, Public or Business Administration or Hospital Administration; and two (2) years of progressive responsibility in a supervisory or management capacity in a community or public health organization that included specific experience in public health programs.

OR

Bachelor's Degree with four (4) years of professional experience in public health, community health agency or similar capacity that would demonstrate the necessary knowledge, skills and abilities.

NOTE: Specific programs may have specialized requirements that differ from those described.

NOTE: Current employees in the Program Director (1501) or other classifications could be considered for reallocation to this classification no later than 7-1-07 so long as they are performing all functions listed under the characteristic duties and responsibilities of this newly developed classification unless the responsibilities relate to administrative functions.

The intent of this job description is to provide a representative summary of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description.